



Executive Office
P.O. Box 942701
Sacramento, CA 94229-2701
Telecommunications Device for the Deaf – (916) 795-3240
(916) 795-3822, FAX (916) 795-2761

November 14, 2007

AGENDA ITEM 4

TO: MEMBERS OF THE BENEFITS AND PROGRAM ADMINISTRATION COMMITTEE

- I. SUBJECT:** Member Branch Performance Measures
- II. PROGRAM:** Member and Benefit Services Branch
- III. RECOMMENDATION:** Information Only

IV. ANALYSIS:

Attached are the FY 2007-2008 1st Quarter Member and Benefit Services Branch (MBSB) Performance Management dashboard reports.

This quarter's report incorporates the summary report requested at the August meeting. The summary is provided as Attachment A.

The dashboard reports are provided as Attachment B.

V. STRATEGIC PLAN:

This project supports the CalPERS Strategic Plan. The performance measurements described in the attachments are directly aligned to the new CalPERS strategic goals.

VI. RESULTS/COSTS:

The new Performance Management dashboard reports were implemented in MBSB effective with the fourth quarter of fiscal year 2006-07 to replace the MBSB Effectiveness Measures previously reported to the Board. There is no new cost associated with the implementation and administration of the new Performance Management process.

Kathie Vaughn
Assistant Executive Officer
Member and Benefit Services Branch

Attachments